Department of Pharmacy Walter Reed Army Medical Center

Vision Statement

"Continually improve the quality of pharmacy services provided. Preferred for our performance; accountable to our customers"

Agenda

- Staff introduction
- Provide overview of current pharmacy operations (SITREP)
- Highlight recent successes
- Identify future initiatives
- Summary
- Conclusion

Outpatient Pharmacy: Overview

- Provide ambulatory pharmaceutical services to eligible beneficiaries within the NARMC region.
- 42 staff members (14 RPhs & 26 Technicians)
- Average 1,600 prescriptions/day

Outpatient Pharmacy: Recent Successes

- Implementation of Active Duty line to decrease waiting time
- Installation of Fast Fill robot
- Dramatically decrease TOS and improve patient compliance by doing our own ordering
- SPP operations now in OP, with subsequent decrease in filling and checking errors.

Outpatient Pharmacy: Future Initiatives

- Striving to attain 100% technician certification
- Certifying all Outpatient Pharmacists to participate in Bedside Discharge Counseling
- Expand discharge counseling programs to include all wards
- Increase involvement of staff pharmacists in clinical roles

Inpatient Pharmacy: Overview

- Provide Pharmaceutical care to WRAMC'S 430 bed inpatient facility and clinics on a 24/7 basis
- Ave census 190 pt/day; Over 65,000 Unit Dose issues/month and 33,000 IVs/month
- Staff: 17 RPhs, 19 Techs
- Acute Care Pharmacy (ACP) located in 2P02
- Critical Care Pharmacy (CCP) located in 4P02

Inpatient Pharmacy: Recent Successes

- **Staff Development**
  - **Clinical monitoring utilizing the CIS Integrated Note, 7 Inpatient Staff RPhs passed competency in note writing**
  - **Three RPhs Credential in Pharmocokinetic (PK) service**
  - **Five Inpatient staff RPhs credentialed in Ambulatory Clinics**
  - **Two RPhs trained to support the Nephrology and Transplant Services**
  - **One RPh rounding with Medical team on largest inpatient Medical ward**
  - **Three RPh credentialed in “Bridging The Gap” (BIG) Initiative**

Inpatient Pharmacy: Future Challenges

- Continue to expand clinical roles of Staff RPhs
- Expand and refine Omnicell system
- QA/QI issues
- Staff (RPh and Tech) development
- Expansion of Tech roles
- Team building internally and with Department of Nursing

Supply Operations

- Overview
  - Staff: 2 enlisted (91Q10), 3 civilian, 2 NCOIC

    (91Q20), and 1 Pharmacy officer
  - Tasks: Pharmacy supply coordination, budget management, property book, quality control, credit card
  - Budget: $45-million stock fund, $3-million other (pay, TDY, awards, etc)
  - Prime Vendor Procurement: Cardinal

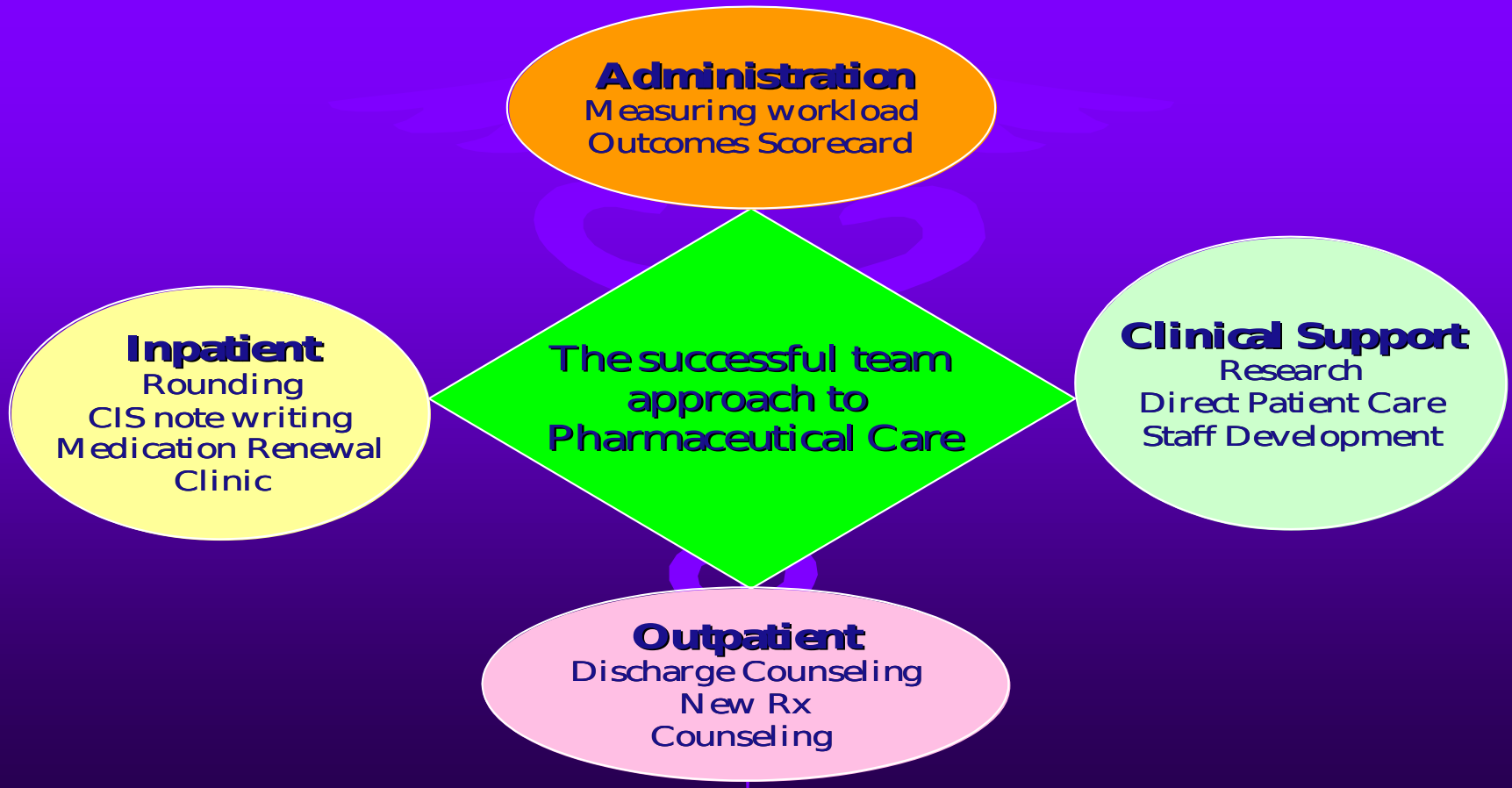
Supply Operations

- **Recent Successes**
  - Consolidating inventories
  - "Cost Scrubs" in coordination with AdHOC
- **Future Challenges / Initiatives**
  - DMLSS refinements (RO/ROP)
  - Military/Contract staff turnover
  - Hospital-wide OmniCell implementation
  - Implementation of an Inventory Manager

Clinical Support Service Overview

All participate in Staff Developme
Drug Information Service and
Pharmacy Grand Rounds

Clinical Support Service: Recent Successes



Clinical Support Service: Future Initiatives

- Increase the number of research projects with pharmacy involvement
- Increase participation of clinical support staff in nationally recognized conferences.
- Time constraints (patients & pharmacists)
- Documentation of our activities and the ability to prove the value of our services
- Quality assurance and quality improvement our of existing programs
- Funding by the individual departments and services for permanent pharmacist positions

Formulary Management: Overview

- Implement Pharmacy and Therapeutic Committee actions.
- Liaison for WRAMC, WRHCS, and NCA Tri-Service CHCS1 issues.
- Maintain formulary in CHCS1.
- Coordinate Product Selection Committee.
- CHCS1 clean-up initiative.

Formulary Manager: Future Initiatives

- NCA Pharmacy and Therapeutics Committee
- NCA Tri-Service Single Formulary
- PDA accessible Formulary for Providers through the Intranet (Informatics).
- 100% compliance with DOD National contracts

Hematology/ Oncology: Overview

- Comprehensive oncology pharmacy services - prepares and distributes all cytotoxic/antineoplastic medications used at WRAMC
- Investigational Drug Service - supports oncology clinical research; manages all oncology investigational drugs
- Direct support to over 40 oncology specialists with oncology related clinical pharmacy services

Hematology/ Oncology: Recent Successes

- Hired 0.5 FTE Oncology Clinical Pharmacist (contract)
- Developed and implemented practice guidelines for the use of:
  - Antiemetics
  - Erythropoietin
- ACPE accreditation of oncology pharmacy orientation program (33.5 credit hours)
- Procured 15 Ambulatory Infusion Pumps
- Continued training of military technicians

Hematology/ Oncology: Future Challenges

- Recruitment of residency candidates
- RPh staffing - providing consistent pharmaceutical care services to all clinical areas
- Documentation of clinical interventions and services
- Clinical research and publication
- Staff development program for Dept of Pharmacy
- Support of pharmacy residency training programs
- Performance Improvement support of oncology programs
- Continue to improve cost controls

Nuclear Pharmacy: Overview

- Provide radiopharmaceutical services in support of Nuclear Medicine clinic mission
- Dispense >9,000 dosages/year
- Expenditures (2002) $450,000

Nuclear: Recent Successes

- NRC review (2002) with “no findings”, yearly to biannual review.
- Partnering with Radiology on medication use issues
- Positron Emission Tomography (PET) imaging
- Anthrax imaging protocol
- New imaging agents

Nuclear: Future Initiatives

- Viability of residency program
- Staffing
- Budget restraints

Research Pharmacy

Overview

- Staff: 2.5 RPh and 1.5 Technician
- Tasks: Compounding, research protocols

Recent Successes

- Partial reimbursement for study participation

Research Pharmacy

Future Challenges / Initiatives

- Reimbursement for pharmacy participation in research / coordination with Jackson & True Foundation and DCI
- Expanding participation in research protocols / Jackson Foundation funding for personnel

Pharmacy Informatics: Overview

- Key players: 2 system administrators, 1 PDA administrator
- Systems: Micromedex, Clinitrend, CIS, MedTeach, Clinisphere, Baker APS, Audiocare, Q-Matic, Fastfill, FlexRx, Translux, CHCS, Microlog
- IVR, Document Imaging, Security Cards, Palm Software, Intranet, Omnicell
- Managing hardware and software requirements for department

Pharmacy Informatics: Recent Successes

- OmniCell implementation (WD 46, 54, Gastroenterology Clinic, U/D meds on WDs 41, 58, 65, 68)
- Micromedex expanded availability via the hospital Integrated Clinical database (ICDB)
- Clinitrend PDA documentation
- Standardized the installation of Pharmacy software
- Upgrading of hardware including PCs, monitors and printers

Pharmacy Informatics: Recent Successes

- Document scanning of all hard copy OPP and main vault narcotic prescriptions
- Upgrading of four Pharmacy 2000 checking stations
- Fastfill – automated accounting system for controlled substances
- FlexRx - medication dispensing system for use by ER docs when OPP is closed
- Personal Digital Assistant (PDA) for tracking of medication expiration dates

Pharmacy Informatics: Future Challenges

- Enhance pharmacy INTRANET site
- Research and development of non-commercially available applications
- Migrate presentations from laptops to PDA use through Presenter-to-Go system
- Comparable studies of Palm OS 5.0 and Pocket PC to determine future PDA endeavors
- Fully upgrading Pharmacy 2000 hardware and software

Pharmacy Informatics: Future Initiatives

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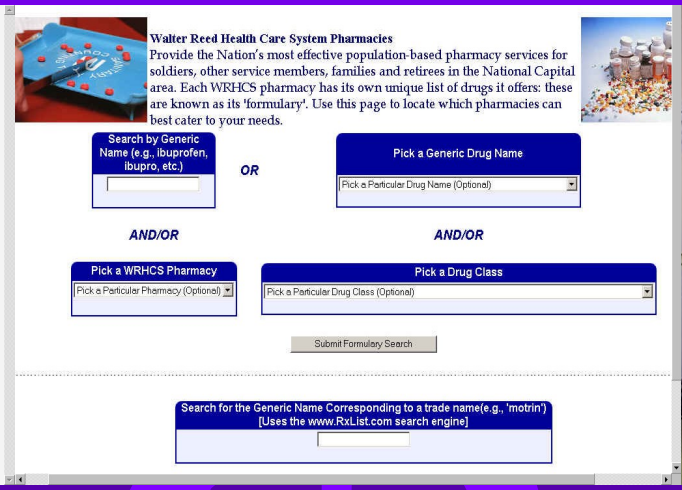
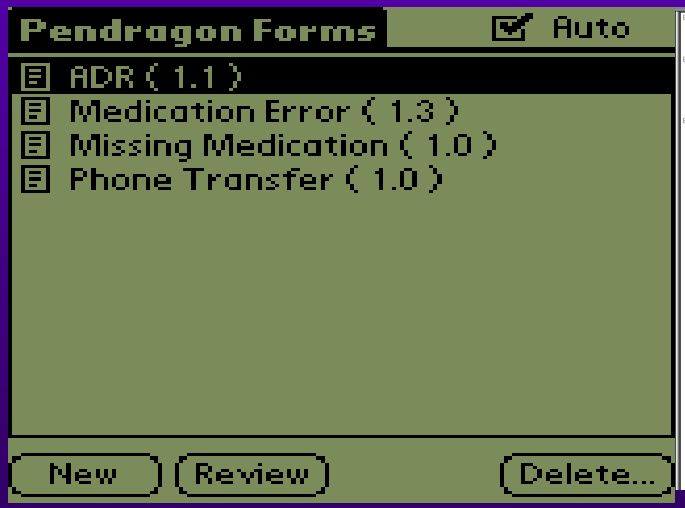
Informatics

Intranet Site

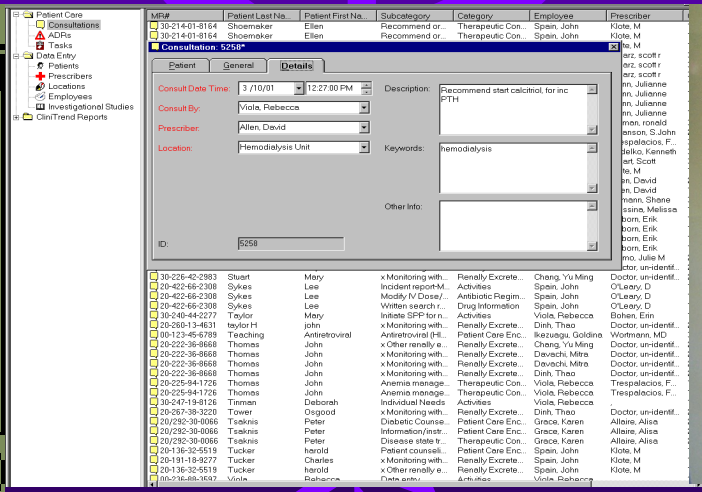

Walter Reed Health Care System Pharmacies
Provide the Nation's most effective population-based pharmacy services for soldiers, other service members, families and retirees in the National Capital area. Each WRHCS pharmacy has its own unique list of drugs it offers: these are known as its 'formulary'. Use this page to locate which pharmacies can best cater to your needs.
Search by Generic Name (e.g., ibuprofen, ibupro, etc.)
OR
Pick a Generic Drug Name
Pick a Particular Drug Name (Optional)
AND/OR
AND/OR
Pick a WRHCS Pharmacy
Pick a Particular Pharmacy (Optional)
Pick a Drug Class
Pick a Particular Drug Class (Optional)
Submit Formulary Search
Search for the Generic Name Corresponding to a trade name(e.g., 'motrin')
[Uses the www.RxList.com search engine]

Internet Formulary

Point-of-Use Tech
OmniCell®



PDA Data Collector



Clinical Interventions
Clinitrend®

Baker APS®
Robotics

WRAMC point of contact: Alfred.Groover@na.amedd.army.mil

Pharmacy Administration: Overview

- Coordinate Pharmacy Operations:
  - Walter Reed Health Care System (WRHCS)and
  - North Atlantic Regional Medical Command (NARMC)
- Staff of over 150 individuals that includes pharmacists, technicians, administrative assistants and volunteers
- $44-million budget

Pharmacy Administration: Recent Success

- Long range improvement objectives plan
- Clinical documentation
- Staff development initiatives
- Customer partnering (Physicians & Nursing)
- Error Reporting (MedMAR*x*)
- PDA (Informatics, Errors, ADR's)

Pharmacy Administration: Future Initiatives

- Maintain staff incentives (GS grade changes, retention bonuses, Contract to GS conversion, etc.)
- Reorganize TDA to reflect current structure
- Staffing expansion to meet ambulatory care opportunities
- Successful partnering with customers (nurses, physicians, patients)

Pharmacy Administration: Future

- Inpatient Automation
- Inpatient Design
- Upgrade Baker 2000 (new version)

Pharmacy: Teaching

Residency Programs

-Pharmacy Practice

-Oncology Pharmacy (only one in DoD)

-Nuclear Pharmacy (1 of 2 in USA)

- No more than 6 residents at any one time

Pharmacy Residencies (2/3)

- Recent Successes
  - Eastern States Presentations
  - Satisfaction and Knowledge of Pharmacy Services

    Survey
  - ASHP reaccreditation

Pharmacy Teaching: Hem/ Onc

- **Education**
  - Oncology Pharmacy Practice Residency - one of 22 ASHP accredited training programs in US. Only DoD residency training program for oncology pharmacists
  - Direct support of GME programs (Oncology Fellowship, housestaff training)
  - Conducts annual MEDCOM-sponsored short course (2 weeks) “Orientation to Hematology-Oncology Pharmacy”
  - Training site for pharmacy students from 5 affiliated colleges of pharmacy

Pharmacy Teaching: Nuclear

Overview - Training

- Nuclear Pharmacy practice residency training program (one of two in the U.S.)
- GME: Radiology residents; Nuclear Medicine fellows
- Nuclear Medicine technology students (91P-M5)
- Pharm D. candidates

Summary

- Staff introduction
- Provide overview of current pharmacy operations (SITREP)
- Highlight recent successes
- Identify future initiatives

Conclusion

Actions speak louder than words…

We can…

We should…

We will…